

## SureSafe Alarms iSOS Elderly Personal Alarm – Quick-Start Instructions

### Set-Up Instructions

1. Put your new SIM card into a normal mobile to register and add credit
2. Once registered, remove rear cover of iSOS and insert the SIM in the slot and lock in place
3. Plug in the power adaptor and switch on the unit. You will find the switch on the inside, bottom left corner:



4. Replace the cover and position in your preferred location in the house/property

### Program By Calling From Any Telephone:

- Call the mobile number of the SIM card used from any telephone. The iSOS will answer and you will hear a short beep.
- Enter 888888# on the telephone keypad and you will hear another beep. You are now ready to program 5 x phone numbers and 5 x text message numbers.
- Now enter the phone/text numbers to be programmed using the commands below on the telephone keypad.
  - 50#phone-number-1#
  - 51#phone-number-2#
  - 52#phone-number-3#
  - 53#phone-number-4#
  - 54#phone-number-5#
  - 55#text-message-number-1#
  - 56#text-message-number-2#
  - 57#text-message-number-3#
  - 58#text-message-number-4#
  - 59#text-message-number-5#
- You can now hang up

Examples:

07123 45 67 89 for phone-number-1 **50#07123456789#** would be entered on the telephone keypad

0151 456 7890 for phone-number-2 **51#01514567890#** would be entered on the telephone keypad

### Program By Text Message (easier of the two options):

Send the following text messages to the SIM card phone number from any mobile phone. You will receive a confirmation text back each time.

- 888888#50#phone-number-1#
- 888888#51#phone-number-2#
- 888888#52#phone-number-3#
- 888888#53#phone-number-4#
- 888888#54#phone-number-5#
- 888888#55#text-message-number-1#
- 888888#56#text-message-number-2#
- 888888#57#text-message-number-3#
- 888888#58#text-message-number-4#
- 888888#59#text-message-number-5#

Examples:

07123 45 67 89 for phone-number-1 **888888#50#07123456789#** would be text to the SIM card number  
0151 456 7890 for phone-number-2 **888888#51#01514567890#** would be text to the SIM card number

### **Testing:**

To check your iSOS is working correctly press the red 'SOS' button on the base unit. The alarm will sound, LED will flash, call will be made to the emergency call numbers and text messages will be sent to the emergency text numbers. Press the 'DISARM' button to cancel the alarm.

### **Adding Additional Wireless Alarm Buttons:**

When receiving your new SureSafe iSOS Elderly Alarm, all ordered wireless buttons and attachments will already be paired. To add additional alarm buttons then follow these steps:

- With the iSOS powered on, press the RESET button which is inside the top right hand side of the unit (through a small hole, using a screwdriver, paperclip (included) or similar)
- The STATUS LED will light up
- Press the alarm button on the desired pendant or alarm accessory
- There will be a beep and the STATUS LED will flash green
- Press the RESET button again to exit

### **SureSafe iSOS Alarm In Use:**

When the alarm is activated the iSOS will send text messages to each of the 5 emergency text message numbers and then dial each of the emergency phone numbers, one by one. The calling sequence can be ended in 2 ways:

1. Pressing the DISARM button on the base unit
2. The call recipient pressing '2#' on their telephone keypad. If this is not done then the alarm will keep dialing the remaining contacts to be sure that a real person has received the call not a voicemail

### **Optional Loudspeaker:**

An optional loudspeaker attachment can be purchased that allows 2-way voice communication (via the base unit and speaker) once an emergency call is connected. To activate the speaker the call recipient must press '4#' on their keypad. To deactivate the speaker the recipient can press '3#'

--- Further information and additional functions can be found in the User Manual ---